



# Md. Sakib Khandaker

## Support Moderator



<https://sakibkhandaker.com/>

### My Contact

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📍 Rangpur, Bangladesh

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📖 [Stack Overflow](#)

### Hard Skills

- OSINT
- Java
- Android
- WordPress
- PHP
- C (Programming Language)
- IT Operations
- Front-End Development
- Cascading Style Sheets (CSS)
- HTML5

### Soft Skills

- Leadership
- Observation
- Teamwork
- Decision making
- Communication
- Multi-tasking

### Educational Background

- Daffodil International University  
*Bachelor of Science - B.Sc Honors,  
Computing & Information System (CIS)*  
2019 - 2023
- Chittagong Independent University  
*Bachelor of Business Administration  
(BBA)*  
January 2018 - December 2018

### About Me

Right now, I'm concentrating on helping the open-source community and localizing open-source software for the open-source community. To the worldwide web technologies and communication software community, I would like to contribute more. Currently, I am enjoying assisting people in the community with my best knowledge.

I've been working with WordPress for over 5 years and in support for over two years.

### Professional Experience

#### Rank Math Ventures LLP | Support Moderator

August 2022 - Present

- Training newly hired employees.
- Pre-release testing and quality checks for new releases and updates.
- Taking care of escalated and high-priority tickets via HelpScout and support forums
- Providing assistance on the WordPress.org forums
- Dealing with account, subscription, and reimbursement-related requests.
- Monitoring the performance of the newly recruited team and guiding them on how they can improve further.
- Collaborating thoroughly on features and escalated tickets with the development team.
- Offering users or clients the most effective possible product and SEO-based assistance.
- Customizing code to address user or client issues.
- Handling difficult circumstances, multitasking, and offering clients the most suitable answers.
- Make sure users are satisfied by attending to their requests and complaints.
- Effectively collaborating and communicating with the team remotely.
- Helping out fellow team members when needed.

- Government Hazi Muhammad Mohsin College, Chittagong  
*Higher Secondary Certificate (HSC) in Business Studies*  
2015 – 2017 | Grade: 3.24
- Government Muslim High School, Chittagong  
*Secondary School Certificate (SSC) in Business Studies*  
2009 – 2015 | Grade: 5.00

## Volunteering

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### Justice For Women – Bangladesh

*District Coordinator*

Jun 2016 – Aug 2017

Key responsibilities:

- Provided legal aid to the poor and distressed people. Especially, women in Bangladesh who live in the city, urban or remote areas to get legal support.
- Arranged workshops on different Human rights issues.
- Given seminars to create awareness among people.
- Raised funds for helpless people.
- Solved lots of cases with legal support.
- Did spread awareness among the people about Cybersafety and crimes.

### Bangladesh Red Crescent Society (BDRCS)

*Youth Chief of Govt. Muslim High School, Chittagong Unit.*

Dec 2013 – Dec 2014

Key Responsibilities:

- Lead the School BDRCS Committee, Planning, volunteer engagement and monitoring, facilitation, coordination, and reporting. Support the team in the identification of training needs

## Certifications

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### Certified Ethical Hacker (CEH)

Issued by: EC-Council

Issue date: Sep 2021 | Expires Sep 2024

Credential ID ECC5971083642

### Robinhood The Animal Rescuer | Management Information System Executive

December 2021 – August 2022

Key responsibilities:

- Manage the reports about animals in danger and notify the dispatch team.
- Keep organized records for active and closed cases.
- Help the teams with different automated reports to communicate with donors and sponsors.

### Rapid Action Battalion (RAB) – 1 | IT Specialist

May 2020 – November 2021

Key responsibilities:

- Responsible for training the fresher officers about information security-related hazards for personal safety
- Organized several training sessions to manage day-to-day operations using open-source intelligence tools.
- Assisted the cyber security team to prevent and solve around 180 cases.

### Criminal Investigation Department (CID) – Bangladesh | System Analyst

November 2018 – April 2020

Key responsibilities:

- Built web-based applications to help the agency track different metrics and retrieve reports.
- Used open-source intelligence tools to solve potential incidents.
- Helped the team to prevent 150 cases in their hatching stage.
- Trained around 90 officials in 6 different live sessions offline.

### Cyber Legal Aid | Executive Officer

October 2017 – October 2018

Key responsibilities:

- Help with the initial investigation of the freshly lodged complaints
- Keep structured reports of the incoming complaints
- Offer initial counseling and legal assistance to file complaints with the legal offices.

## Achievements

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October 2019    Positioned 1st at the CIS Day Programming Contest.